



Attachment B

Change Management Communications Plan Status Report

**Quality Assurance Review Report
July 1-September 30, 2003**

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Introduction

The purpose of the Quality Assurance Review (“QAR”) process is to verify the completeness and accuracy of SBC’s implementation of CMCP action plans. To assess compliance with those requirements, SBC agreed to conduct quarterly reviews for one year. At the completion of each quarterly review, results are documented and reported to impacted business and executive management. Where warranted, corrective actions are developed and implemented. Each corrective action will be tracked and investigated to ensure timely and successful implementation.

This Quality Assurance Review Report summarizes the results of the second quarterly QAR, which covers the period of July 1, 2003 through September 30, 2003 and is based on a sampling of changes implemented during that time frame. Where applicable, details on deviations and corresponding corrective actions are provided.

The second quarterly QAR demonstrates that the CMCP has been implemented within the appropriate organizations in SBC. In the two instances where discrepancies were noted, the discrepancies occurred in the July 2003 timeframe, prior to reporting the first quarterly QAR results and associated corrective actions. No discrepancies were found in changes implemented in releases after impacted management implemented corrective actions identified in the first quarterly QAR. This QAR indicates the corrective actions identified in the first quarterly QAR have been implemented and have been effective.

SBC’s implementation of the CMCP has resulted in significant additional oversight, validation and testing of interface changes. SBC also notes that, since the CMCP has been implemented, there have been no CLEC complaints to Change Management regarding any changes that were made without notification in a maintenance release. Nor have any CLECs complained to Change Management of unintended impacts as a result of maintenance releases that have occurred during the review period.

QAR Scope and Approach

This QAR was conducted based upon a review of 36 changes that were scheduled for implementation between July 1 and September 30, 2003. The sample of 36 was taken on a random basis, and represents 14% of the total 267 edits, modifications and changes scheduled for implementation during the six maintenance releases that occurred during this period.

Each of these 36 items then was analyzed to determine compliance with CMCP requirements. For each change reviewed, a series of questions was asked and answered, with input from the Subject Matter Experts (SMEs) as required. The 7/31/03 Quality Assurance Review Report provides the description of the step-by-step approach used for this review.

**Change Management Communications Plan
Quality Assurance Review Report
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Summary of QAR Results

Of the 36 changes included in the QAR sample three were found to be “Severity 1” defects, and therefore outside the scope of the CMCP. (See, CMCP, fn. 5);

Accordingly, the evaluation steps below did not apply to these three changes. A summary of SBC’s review of CMCP compliance for the remaining 33 changes, including deviations and corresponding corrective actions, is set out below:

Assessment of CLEC Impact

The QAR confirmed that each of the 33 changes remaining in the sample had undergone evaluation to determine whether the change presented a potential CLEC impact as defined by the CMCP. Of the 33 changes, 30 were assessed as having a potential CLEC impact, and therefore subject to CMCP requirements, and 3 were assessed as having no potential CLEC impact.

Inclusion on Enhanced Defect Report (EDR)

All but one of the 30 remaining changes in the sample were included on the EDR in compliance with the requirements of CMCP § 4(b). The one change that did not appear on the EDR was opened by SBC as a DR in May 2003 and implemented in the July 2003 maintenance release. SBC inadvertently failed to include this defect on the EDR during the initial stages of implementation of the CMCP.

The team responsible for maintaining the accuracy of the EDR was informed of the deficiency.

Type of Change

Following SBC’s CMCP processes, all 30 of these changes were correctly assessed as modifications to existing edits (pre-order and order) and/or table updates under CMCP § 4(b) or EDI mapping and CORBA IDL changes under CMCP § 4(c). An examination of the Exception Request Accessible Letter requirement for all 30 changes indicated six Exception Request Accessible Letters were required for these changes; all six Exception Request Accessible Letters were issued on a timely basis and conference calls were held in support of all six Exception Request Accessible Letters.

Positive and Regression Testing

The requirements of CMCP § 4(f) requiring positive and regression testing by the IT organization were met; the QAR confirmed that appropriate positive and regression testing was conducted by the IT organization for all 30 of the changes reviewed.

**Change Management Communications Plan
Quality Assurance Review Report
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IT Management Approval of Test Plans/Scenarios and Expected Outcomes

The QAR confirmed that test plans/scenarios and expected outcomes were developed and approved by IT management on 29 of the 30 changes reviewed. The testing planned for a defect implemented in July 2003 was not reviewed by IT management prior to execution of the testing.

Corrective action includes reinforcing the requirement for IT management approval of test plans/scenarios and expected outcomes for CLEC impacting defects prior to executing the test.

Industry Markets Review of Test Results

The QAR confirmed that Industry Markets (IM) management reviewed the results of IT testing to confirm that the test results conformed to expected outcomes for 29 of 30 changes in the sample. The testing results for the same DR noted in the “IT Management Approval” section, implemented in July 2003, were not reviewed by Industry Markets prior to implementation.

Corrective action included reinforcing the requirement for Industry Markets to review the testing results, as documented by the IT test team, prior to implementation into production.